SJS 44 (Rev. 12/07, NJ 5/08)

# CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil decket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

	ISTRUCTIONS ON THE REVERSE OF THE FORM.)				
I. (a) PLAINTIFFS		DEFENDANTS	DEFENDANTS		
VIRGINIA VANDERBILT		MONARCH REG	MONARCH RECOVERY MANAGEMENT, INC.		
(b) County of Residence	of First Listed Plaintiff	County of Residence o	f First Listed Defendant		
(c) Attorney's (Firm Na	me, Address, Telephone Number and Email Add	NOTE: IN LANL	CONDEMNATION CASES, US	SE THE LOCATION OF THE	
Craig Thor Kimmel, E Kimmel & Silverman,		LAND I	LAND INVOLVED.		
30 E. Butler Pike	F.G.	Attorneys (If Known)			
Ambler, PA 19002				•	
(215) 540-8888  II. BASIS OF JURISDICTION (Place an "X" in One Box Only)  III. CITIZENSHIP OF PRINCIPAL PARTIES(Place an "X" in One Box for Plaintiff					
🗇 1 U.S. Government	⊠ 3 Federal Question	(For Diversity Cases Only)		and One Box for Defendant) PTF DEF	
Plaintiff	(U.S. Government Not a Party)	Citizen of This State 🖰			
☐ 2 U.S. Government Defendant	(1) 4 Diversity	Citizen of Another State (7)	2 CJ 2 Incorporated and P of Business In A		
	(Indicate Citizenship of Parties in Item III)	Citizen or Subject of a  Foreign Country	3 🗗 3 Foreign Nation	06 06	
IV. NATURE OF SUI	T (Place an "X" in One Box Only) TORTS	COPPLITIONDENTED	SEEDERANGOIDTON	OTHERSTATIONS	
☐ 110 Insurance	PERSONAL INJURY PERSONAL INJUR	Y 🗇 610 Agriculture	☐ 422 Appeal 28 USC 158	☐ 400 State Reapportionment	
☐ 120 Marine ☐ 130 Miller Act	☐ 310 Airplane ☐ 362 Personal Injury · Med, Malpraetic Med, Malpraetic		28 USC 157	O 410 Antitrust O 430 Banks and Banking	
☐ 140 Negotiable Instrument ☐ 150 Recovery of Overpayment	Liability @ 365 Personal Injury	of Property 21 USC 881	PROPERTY RIGHTS	☐ 450 Commerce ☐ 460 Deportation	
& Enforcement of Judgment	Slander 🔲 368 Asbestos Persona	al CJ 640 R.R. & Truck	☐ 820 Copyrights	470 Racketeer Influenced and	
☐ 151 Medicare Act ☐ 152 Recovery of Defaulted	[] 330 Federal Employers' Injury Product Liability Liability	650 Airline Regs. 660 Occupational	☐ 830 Patent ☐ 840 Trademark	Corrupt Organizations  480 Consumer Credit	
Student Loans	O 340 Marine PERSONAL PROPER			☐ 490 Cable/Sat TV ☐ 810 Selective Service	
(Excl, Veterans)  153 Recovery of Overpayment	1	LABOR		☐ 850 Securities/Commodities/	
of Veteran's Benefits  160 Stockholders' Suits	☐ 350 Motor Vehicle ☐ 380 Other Personal ☐ 355 Motor Vehicle Property Damage	710 Fair Labor Standards	(7) 861 HIA (1395ff) (7) 862 Black Lung (923)	Exchange  375 Customer Challenge	
☐ 190 Other Contract	Product Liability	□ 720 Labor/Mgmt. Relations	(2) 863 DIWC/DIWW (405(g)) (2) 864 SSID Title XVI	12 USC 3410 3 890 Other Statutory Actions	
☐ 195 Contract Product Liability ☐ 196 Franchise	1njury	& Disclosure Act	☐ 865 RS1 (405(g))	☐ 891 Agricultural Acts	
REAL PROPERTY  ☐ 210 Land Condemnation	CIVIL RIGHTS PRISONER PETITIO  441 Voting 510 Motions to Vaca		O 870 Taxes (U.S. Plaintiff	892 Economic Stabilization Act     893 Environmental Matters	
220 Forcelosure	☐ 442 Employment Sentence	791 Empl. Ret. Inc.	or Defendant)	Ø 894 Energy Allocation Act	
230 Rent Lease & Ejectment 240 Torts to Land	Accommodations J 530 General	Security Act	☐ 871 IRS—Third Party 26 USC 7609	895 Freedom of information Act	
☐ 245 Tort Product Liability ☐ 290 All Other Real Property	<ul> <li>444 Welfare</li> <li>535 Death Penalty</li> <li>445 Amer, w/Disabilities -</li> <li>540 Mandamus &amp; Ot</li> </ul>	her 462 Naturalization Application		☐ 900Appeal of Fee Determination Under Equal Access	
130 All Office Real Property	Employment 🗇 550 Civil Rights	☐ 463 Habeas Corpus •		to Justice	
	446 Amer. w/Disabilities - 555 Prison Condition Other	Alien Detainee  465 Other Immigration		☐ 950 Constitutionality of State Statutes	
	☐ 440 Other Civil Rights	Actions			
SRI Original D 2 R	an "X" in One Box Only) emoved from [] 3 Remanded from tate Court Appellate Court	Depend anoth	ferred from   6 Multidistrer district  Litigation		
	•••	re filing (Do not cite jurisdiction	al statutes unless diversity):		
VI. CAUSE OF ACT	ON Brief description of cause: Fair Debt Collection Practices A	11.111191		<b>*</b>	
VII. REQUESTED IN			CHECK YES only	if demanded in comptaint:	
COMPLAINT:	UNDER F.R.C.P. 23		JURY DEMAND:	: ¶ Yes □ No	
VIII. RELATED CAS	SE(S) (See instructions): JUDGE	/	DOCKET NUMBER		
Explanation:					
4/25/11			···		
DATE SIGNATURE OF ATTØRNEY OF RECORD					

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

## CASE MANAGEMENT TRACK DESIGNATION FORM

Virginia Vand	CIVIL ACTION			
plaintiff shall complete a Ca filing the complaint and serv side of this form.) In the designation, that defendant the plaintiff and all other pa	il Justice Expense and Delay ase Management Track Designee a copy on all defendants. (Sevent that a defendant does reshall, with its first appearance rties, a Case Management Tra	NO.  Reduction Plan of this court, couns nation Form in all civil cases at the tiee § 1:03 of the plan set forth on the renot agree with the plaintiff regarding submit to the clerk of court and sereck Designation Form specifying the	me of everse g said eve on	
	eves the case should be assign OLLOWING CASE MANA			
	brought under 28 U.S.C. § 22		( )	
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits.				
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2.				
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.			( )	
commonly referred to as	Cases that do not fall into trac s complex and that need speci side of this form for a detailed	al or intense management by	( )	
(f) Standard Management -	- Cases that do not fall into an	y one of the other tracks.	(X)	
4/25/11 Date 2/5-540-8888	Oraig Than Kimme Attorney-at-law 877-788-2864	Virginia Vanderbi Attorney for Kimmel@ MediHaw		
Telephone	FAX Number	E-Mail Address	. •	

(Civ. 660) 10/02

#### UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA DESIGNATION FORM to b assignment to appropriate calendar.	e used by counsel to indicate the category of the case for the purpose of					
Address of Plaintiff: 25 Grant Street Ramscy A	JT 07446					
Address of Defendant: 10945 De. Catur Road, Phyladelphia, PA 19154						
Place of Accident, Incident or Transaction:						
(Use Reverse Side For A.	*					
Does this civil action involve a nongovernmental corporate party with any parent corporation at						
(Attach two copies of the Disciosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes Cl No C					
Does this case involve multidistrict litigation possibilities?	Yes O No D					
RELATED CASE, IF ANY:						
Case Number: Judge	Date Terminated:					
Civil cases are deemed related when yes is answered to any of the following questions:						
1. Is this case related to property included in an earlier numbered suit pending or within one ye	ar previously terminated action in this court?  Yes□ No□					
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior seaction in this court?						
	Yes No D					
3. Does this case involve the validity or infringement of a patent already in suit or any earlier n						
terminated action in this court?	Yes□ No□					
4. Is this case a second or successive habeas corpus, social security appeal, or pro-se civil rights	s case filed by the same individual?					
	Yes□ No□					
CIVIL: (Place ✓ in ONE CATEGORY ONLY)						
A. Federal Question Cases:	B. Diversity Jurisdiction Cases;					
<ol> <li>□ Indemnity Contract, Marine Contract, and All Other Contracts</li> <li>□ FELA</li> </ol>	Insurance Contract and Other Contracts     African Property Lives					
	2.   Airplane Personal Injury  Account Defendation					
<ol> <li>□ Jones Act-Personal Injury</li> <li>□ Antitrust</li> </ol>	3. Assault, Defamation					
5. Patent	4. Marine Personal Injury					
	5. Motor Vehicle Personal Injury					
6. ☐ Labor-Management Relations	6. Other Personal Injury (Please					
7. D Civil Rights	specify) 7.  Products Liability					
8. D Habeas Corpus	8. Products Liability — Asbestos					
9.   Securities Act(s) Cases	9. □ All other Diversity Cases					
10. □ Social Security Review Cases	•					
11. 12 All other Federal Question Cases \ 5 U.S.C. W92	(Please specify)					
(Please specify)						
ARBITRATION CERT	itegory)					
Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and						
\$150,000.00 exclusive of interest and costs;	out of the same and the same of the same of the same of					
© Relief other than monetary damages is sought.						
DATE: 4/25/11 (raid Than Kimmel	57100					
Attorney-at-Law	Attorney l.D.#					
NOTE: A trial de novo will be a trial by jury only if the	re has been compliance with F.R.C.P. 38.					
I certify that, to my knowledge, the within case is not related to any case now pending or	within one year previously terminated action in this court					
except as noted above,	~~~ A					
DATE: 4/25/11 LYCIG THO KIMML	<u>51100</u>					
Attorney-at-Law	Altorney LD#					

CIV. 609 (6/08)

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## IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

VIRGINIA VANDERBILT,	
Plaintiff )	
v. )	Case No.:
MONARCH RECOVERY MANAGEMENT,) INC.,	COMPLAINT AND DEMAND FOR JURY TRIAL
Defendant )	(Unlawful Debt Collection Practices)

#### **COMPLAINT**

VIRGINIA VANDERBILT ("Plaintiff"), by and through her attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against MONARCH RECOVERY MANAGEMENT, INC. ("Defendant"):

#### INTRODUCTION

Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15
 U.S.C. § 1692 et seq. ("FDCPA").

#### JURISDICTION AND VENUE

- 2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.
- Defendant conducts business in the Commonwealth of Pennsylvania and therefore, personal jurisdiction is established.

4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).

5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in Ramsey, New Jersey 07446.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. §1692a(3).
- 8. Defendant is a debt collection company having its principal place of business located at 10965 Decatur Road in Philadelphia, Pennsylvania 19154.
- Defendant is a "debt collector" as that term is defined by 15 U.S.C. §1692a(6)
   and sought to collect a consumer debt from Plaintiff.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

#### PRELIMINARY STATEMENT

- 11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

  See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.
- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not

engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.

- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### **FACTUAL ALLEGATIONS**

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
  - 16. The alleged debt at issue arose out of transactions, which were primarily for

personal, family, or household purposes.

- 17. On or about June 18, 2010, Defendant sent Plaintiff correspondence seeking and demanding payment of an alleged debt in the amount of \$1,806.91. A true and correct copy of Defendant's June 18, 2010, letter is attached hereto as Exhibit "A".
- 18. Defendant represented that it had been retained to collect an account, but failed to conspicuously identify the original creditor of the account, merely instead stating: "this is to advise you that your account has been transferred to our office for collection by GE MONEY BANK" and identifying GAP as "Fwd Creditor." See Exhibit "A".
- 19. Defendant demanded payment by deceptively claiming that, "the amount due on the day you pay may be greater as interest, late fees and other charges may be added by the creditor. Hence, if you pay the total balance due shown above, an adjustment may be necessary after we receive your payment." See Exhibit "A".
- 20. Defendant's statement leaves Plaintiff with no way of knowing the amount of the debt being claimed.
- 21. Defendant's letter also fails to provide any description detailing whether interest, late fees and other charges if any have been included, and/or what portion is interest, how interest was calculated or even if the charging of interest was authorized, thereby making it impossible for Plaintiff to determine whether or not she owes the alleged debt and/or whether the alleged debt was correctly calculated. See Exhibit "A".
- 22. Defendant's June 18, 2010 letter further states, "The Federal Trade Commission enforces the Fair Debt Collection Practices Act (FDCPA). If you have a complaint about the way we are collecting your debt, please contact the FTC online at <a href="https://www.ftc.gov">www.ftc.gov</a>; by phone at 1-877-FTC-HELP; or by mail at 600 Pennsylvania Ave. NW, Washington, DC 20580." See Exhibit A.
  - 23. The principal mission of the FTC is the promotion of consumer protection.

- 24. In fact, the FTC states on its website, "The FTC does not resolve individual consumer complaints." See https://www.ftccomplaintassistant.gov/.
- 25. There is no mandate for Defendant to include the statement referred to in paragraph 22, but if it does make representations, it has a duty to provide accurate, non-deceptive information
- 26. The effect of Defendant's representation is to direct complaining consumers to the FTC, when the FTC does not undertake individual claims review.
- 27. By directing Plaintiff to file any complaint about its conduct to the FTC, Defendant provided false information.
- 28. Further, the effect of Defendant's wording is to mislead Plaintiff into believing that her only remedy regarding a complaint about Defendant's debt collection practices is to contact the FTC, as Defendant does not refer to any other manner of complaining, such as hiring of private counsel and filing a civil action.
- 29. The FDCPA provides a consumer with a private cause of action against the debt collector. See 15 U.S.C. §1692k(a).
- 30. Defendant's letter created a false impression based upon false information, in violation of the FDCPA.

# CONSTRUCTION OF APPLICABLE LAW

31. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); <u>see also Gearing v. Check Brokerage Corp.</u>, 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).

 32. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).

33. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3<sup>rd</sup> Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

# COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 34. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
  - a. Defendant violated of the FDCPA generally;
  - b. Defendant violated §1692d of the FDCPA by harassing Plaintiff in

connection with the collection of an alleged debt;

- Defendant violated §1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
- d. Defendant violated §1692e(10) of the FDCPA by using false representations
  or deceptive means to collect or attempt to collect a debt;
- e. Defendant violated §1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt; and
- f. By acting in an otherwise deceptive, unfair and unconscionable manner and failing to comply with the FDCPA.

WHEREFORE, Plaintiff, VIRGINIA VANDERBILT, respectfully prays for a judgment as follows:

- All actual compensatory damages suffered pursuant to 15 U.S.C. §
   1692k(a)(1);
- Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

**DEMAND FOR JURY TRIAL** 

PLEASE TAKE NOTICE that Plaintiff, VIRGINIA VANDERBILT, demands a jury

trial in this case.

RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C.

By:

Craig Wor Kimmel
Attorney ID # 57\00
Kimmel & Silverman, P.C.

30 E. Butler Pike

Ambler, PA 19002 Phone: (215) 540-8888

Fax: (877) 788-2864

Email: kimmel@creditlaw.com

## MONANCHERECOVERY/MAMARMEDUCINGENT 1 Filed 04/25/11 Page 12 of 12

(formerly Academy Collection Service, Inc.) 10965 Decatur Road Philadelphia, PA 19154-3210 1(800) 220-0605 or 1(215) 281-7500

Ministrationalla Michigal Individual de la Company de la Co

June 18, 2010

Virginia Vanderbilt

Pay Online: Easy & Secure www.acswebpay.com (transaction fees apply).

Make Check Payable to: Monarch Recovery

Account #: 0690 Monarch File #: 19456209 Total Bal As of 18 Jun 2010: \$1806.91

Monarch Recovery Management, Inc. PO Box 21089 19456209 Philadelphia, PA: 19114-0589 hallidinadhidhidhadhladalalaladaladaladal

\*Detach and Return Top Portion to Expedite Your Account

This is to advise you that your account has been transferred to our office for collection by GE MONEY BANK.

19456209

As of the date of this letter, you owe \$1806.91. The amount due on the day you pay may be greater as interest, late ices and other charges may be added by the creditor. Hence, if you pay the total balance due shown above, an adjustment may be necessary after we receive your payment.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request of this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

This is an attempt by a debt collector to collect a debt. Any information obtained will be used for that purpose. If you pay us by check or check by phone, your transaction will be converted to an ACIL. Additionally, the check writer authorizes Monarch or its agent to re-present the check electronically if the check is returned for insufficient or uncollected funds. A returned check charge of \$3.00 may be added to your account if such check is ultimately returned as unpaid.

Rederal law prohibits certain incthods of debt collection, and requires that we treat you fairly. You can stop us from contacting you by writing a letter to us that tells us to stop the contact. Sending such a letter does not make the debt go away if you owe it. Once we receive your letter, we may not contact you again, except to let you know that there will not be any more contact or that we intend to take a specific action.

If you have a complaint about the way we are collecting this debt, please write to our Compliance Center at 10965 Decalur Road, Philadelphia, PA 19154, email us at compliance@monarchrm.com, or call us toll-free at 1-800-220-0605 ext. 2261. between 9:00 A.M. Eastern Time and 5:00 P.M. Eastern Time Monday-Friday.

The Federal Trade Commission enforces the Fair Debt Collection Practices Act (FDCPA). If you have a complaint about the way we are collecting your debt, please contact the FTC online at www.ftc.gov; by phone at:1-877-FTC-HELP; or by mail at 600 Pennsylvania Ave. NW, Washington, DC 20580.

Yours truly Fred Stone, Debt Collector Ext 2782

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

ACCOUNT INFORMATION

Date of letter: June 18, 2010

Creditor: GE MONEY BANK

Fwd Creditor:

Account #

0690 Creditor #: Ge Money Bank

Monarch File #: 19456209

Total Bat As of 18 Jun 2010: \$1806.91

CONTACT INFORMATION

Monarch Recovery Management, Inc. (formerly Academy Collection Service, Inc.) 10965 Decatur Road, Philadelphia PA 19154 1(800) 220-0605 or 1(215) 281-7500

Hours: M-TH 8am - 9pm, F 8am - 5pm

Side 1 of 2

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